A New Day for North Carolina State Government

Statewide Business Infrastructure Program

Kickoff Presentation

April 20, 2006

Welcome to a Special Briefing

Robert L. Powell
State Controller

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Office of the State Controller

A Rare Opportunity for Our State

Representative Joe P. Tolson
Co-Chair, Joint Legislative Oversight Committee on Information Technology

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Kickoff Program

OPENING
Why Are We Doing This?
Robert L. Powell, State Controller

VISION
What's Changing?
Gwen Canady, Deputy State Controller

TIMELINE
How Will We Achieve This Vision?
Lowell Magee, Program Director

INVOLVEMENT
How Will We Work Together?
Andrew Koenigsberg, Deputy Director
Shannon Byers, Change/ Communication Team Lead

OUR PLEDGE
Closing Remarks
Robert L. Powell, State Controller

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Why Are We Doing This?

Big Business…

Fortune 500 Ranking

#	Name	Revenues (billions)
51	Allstate	$33.9
52	Wells Fargo	$33.8
	North Carolina	**$32.7**
53	Merrill Lynch	$32.5
54	Walt Disney	$30.8
55	CVS	$30.6

State Ranking

State	Pop.	Growth	GSP
GA	9	4	10
KY	26	28	26
NC	**11**	**9**	**11**
SC	25	15	27
VA	12	11	12

…for a Big State

Sources: OSBM, Fortune.com US Census Bureau

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Our Tools Are Outdated

Year	Tool		
1978	Computer Mouse	**PMIS** 30+ years	**DOT Payroll** 30+ years
1980	1st PC		**Central Payroll** 20+ years
1983	MS Windows		
1991	World Wide Web		
1995	DVD Format		
1997	Palm Pilot		
2001	ipod		
2003	Google 3 billion pages		

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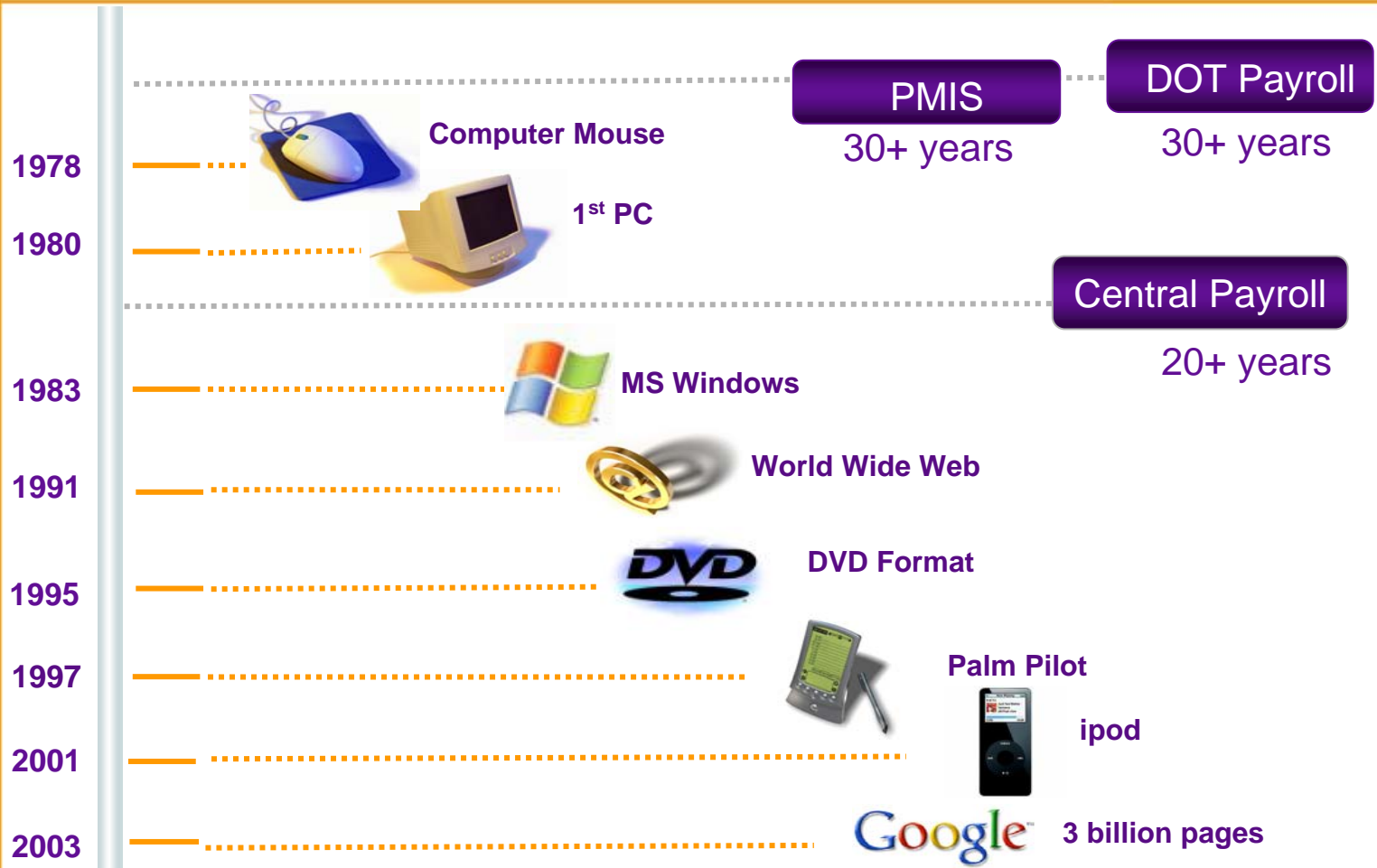
Risks We Are Facing

High degree of manual effort

Inconsistent data across systems

Cumbersome access to information

Scarce human resources
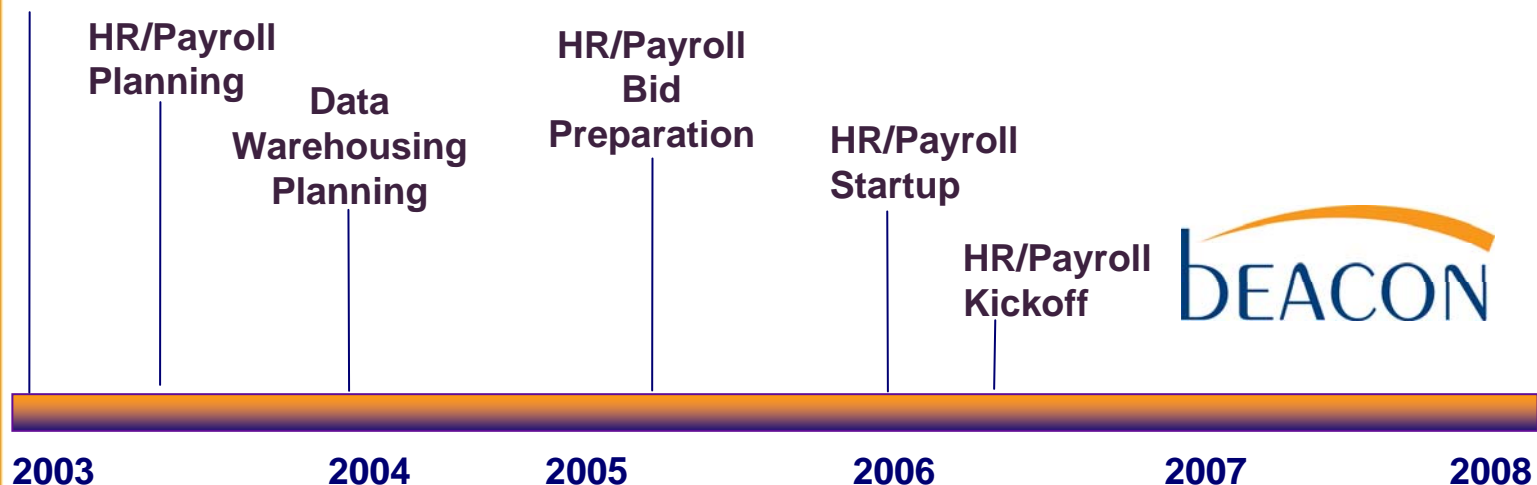
Lack of vendor support

Potential system failure

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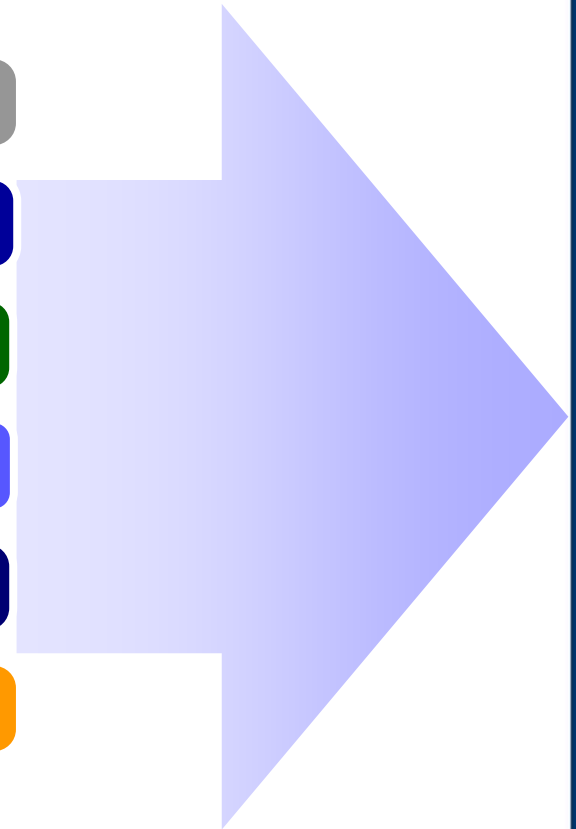
Building the Infrastructure for the Future

Statewide Business Infrastructure Study

HR/Payroll Planning

Data Warehousing Planning

HR/Payroll Bid Preparation

HR/Payroll Startup

HR/Payroll Kickoff

2003   **2004**   **2005**   **2006**   **2007**   **2008**

Future Projects

- Budget and Financials
- Tax and Revenue

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A Statewide Effort

Program Steering Committee:

Thom Wright, State Personnel Director

George Bakolia, State CIO

Charles Perusse, Deputy State Budget Director

Mark Foster, CFO, Department of Transportation

Robert L. Powell, State Controller

Mark Foster
Chief Financial Officer
NC Department of Transportation

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Vision: What's Changing?

Gwen Canady
Deputy State Controller

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Why the Sense of Urgency?

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Our First Project is Really Big….

900,000	HR/Payroll Transactions/Month
120,000	W-2s Produced
80,000	State Employees
6,000	System End Users
200	Time Keepers
90	Payroll Managers
80	Human Resource Managers
65	Agencies and Universities
27	Current Payroll Cycles

…..Just Like Our State

What Are the Benefits for North Carolina?

Single System of Record

Improved Reporting

Standardized Processes

Increased Efficiency

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For Current Employees…

- ✓ Anytime access to review and update personal information

- ✓ Ready access to career opportunities and requirements for positions

- ✓ Automated, workflow-driven approvals

- ✓ Ability to move easily between agencies without completing new hire paperwork

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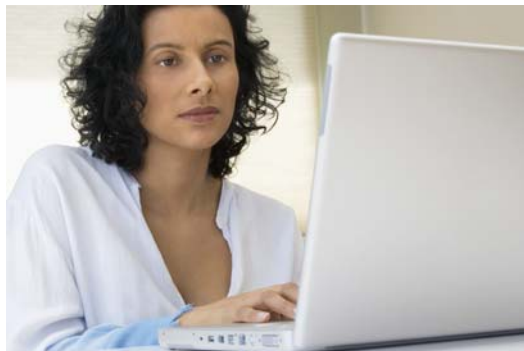
For Managers…

- ✓ Electronic access to employees' career information
- ✓ Automated process to set objectives, capture and provide feedback
- ✓ Improved managerial decision-making with better reporting
- ✓ A flexible system able to respond to changing HR/Payroll needs

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For Policymakers…

- ✓ A single repository with a common set of data elements
- ✓ Shared information and resources, allowing agencies to better manage their business and collaborate
- ✓ Real-time access to transaction activity
- ✓ Platform for "single-employer" strategy
 - ✓ SSN versus unique identifier

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For North Carolina's Citizens…

- ✓ Increased productivity, enabling the State to be more competitive in the global arena
- ✓ Streamlined business processes to drive efficiency
- ✓ Improved services

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This Project…

Mountains

Piedmont

Coast
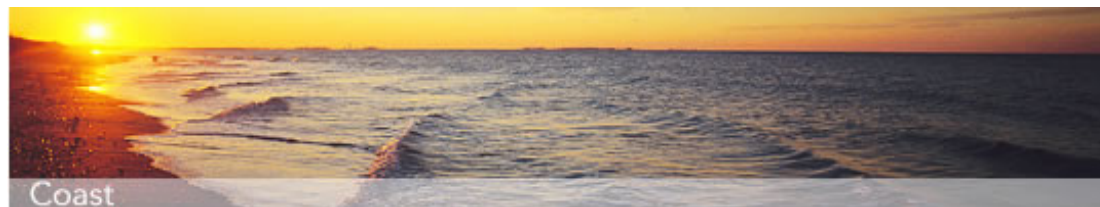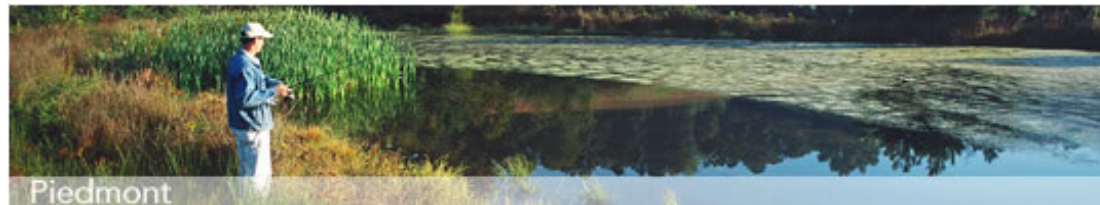
…Will Benefit Everyone in the State

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Thom Wright
State Personnel Director

Timeline: How Will We Achieve the Vision?

Lowell Magee

Program Director

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What Is This Project About?

Replacing 3 Systems...

..with 1 HR/Payroll System

PMIS

Central Payroll
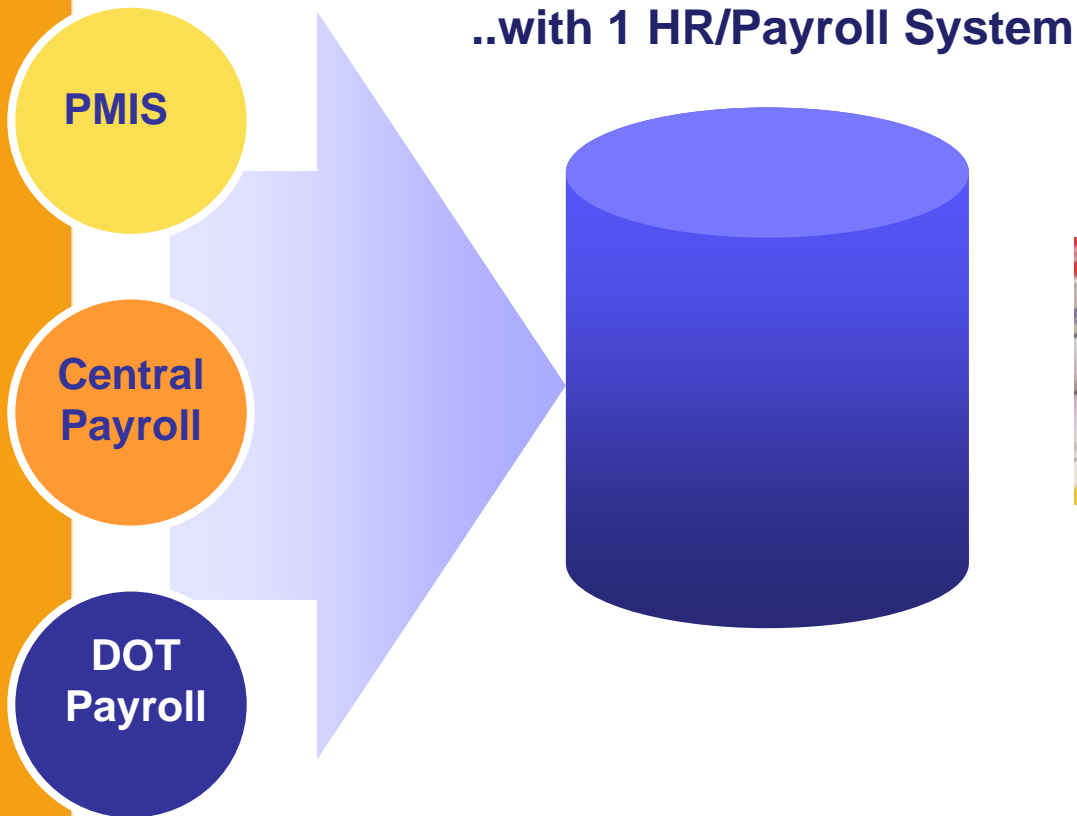
DOT Payroll

& Web Portal Access

Employee Self Service

Manager Self Service

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We Are Implementing…

SAP HR/Payroll

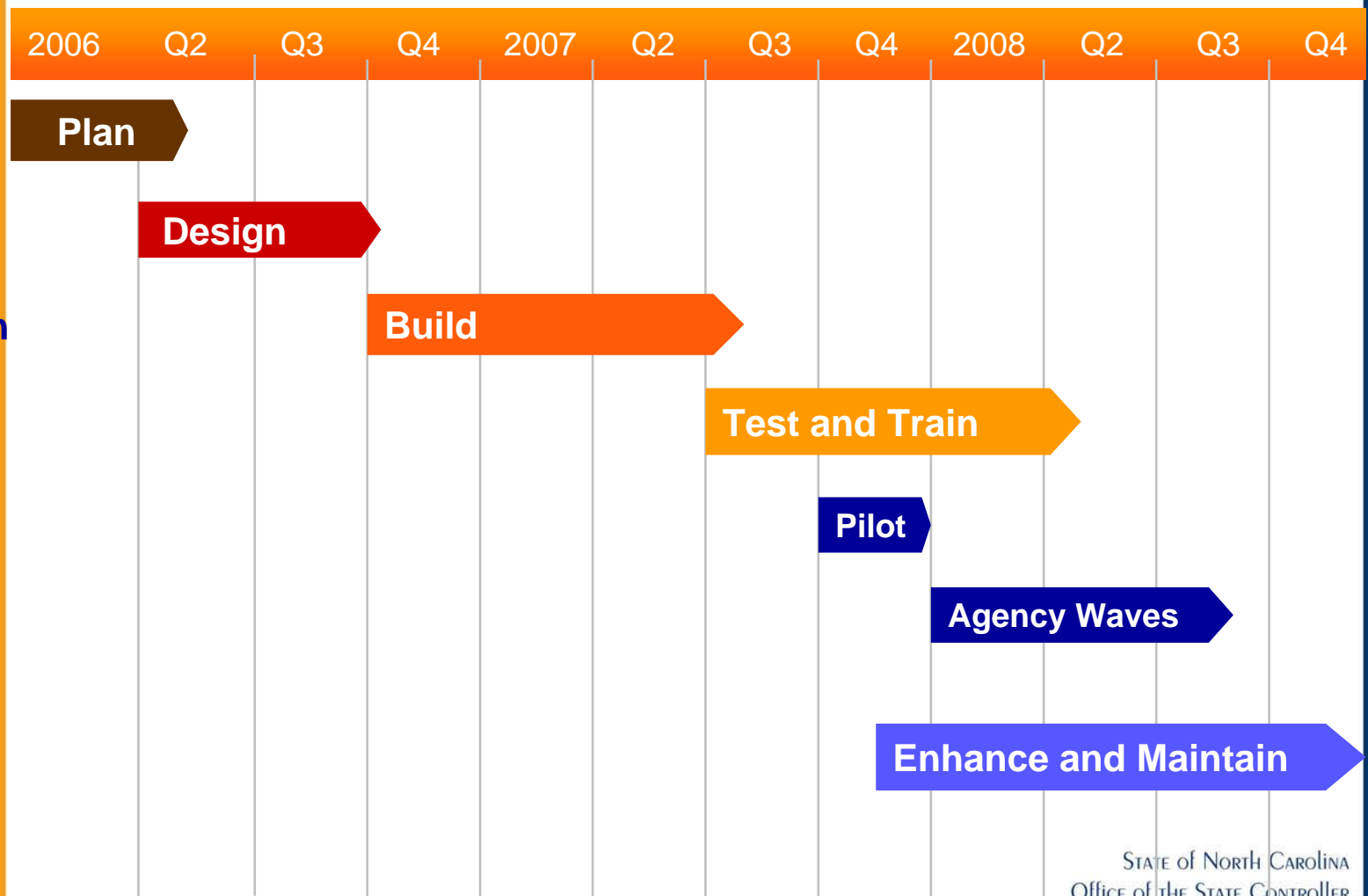|		
Organization & Position Management	**Human Resources**	**Benefits**
Time Management	**Personnel Administration & Development**	**Payroll**

Business Warehouse
Reporting   Query   Analytics

…a Strong Foundation

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Plan: Preparing for Success

Prep

Plan

- Initiate staffing
    - State
    - BearingPoint
    - College Interns
    - Agencies and Universities
- Establish project management office (PMO)
- Plan project team training
- Conduct kickoff event
- Communicate/feedback

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Design: Laying the Foundation

2006	Q2	Q3	Q4	2007	Q2	Q3	Q4	2008	Q2	Q3	Q4

Blueprint

Design

- Conduct design sessions
- Gather information
- Determine technical infrastructure
- Create future state design
- Communicate/feedback

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Build: Constructing the System

2006	Q2	Q3	Q4	2007	Q2	Q3	Q4	2008	Q2	Q3	Q4

Realization

Build

- Attend "to-be" process briefings
- Configure system
- Cleanse historical data
- Begin Workforce transition
- Determine reporting
- Communication/feedback

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Test and Train: Preparing for Go Live

2006	Q2	Q3	Q4	2007	Q2	Q3	Q4	2008	Q2	Q3	Q4

Final Prep

Test and Train

- Initiate training
- Conduct testing
  - Unit
  - Parallel
  - Integration
  - Stress
  - User acceptance
- Obtain final sign-off

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Go Live/Roll Out

2006	Q2	Q3	Q4	2007	Q2	Q3	Q4	2008	Q2	Q3	Q4

Go Live

Roll-outs

Pilot

Agency Waves

- Initiate cutover activities
  - Pilot   October 07
  - Wave I   January 08
  - Wave II   April 08
- Activate service center
- Communicate/feedback
- Commence go live events

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Enhance and Maintain

Support

Enhance and Maintain

- Plan upgrades and enhancements
- Determine future functions
- Prioritize next phases
- Maintain existing system

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George Bakolia
Chief Information Officer,
State of North Carolina

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Involvement: How Will We Work Together?

Andrew Koenigsberg, Deputy Program Director
Shannon Byers, Change/Communication Team Lead

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How Are We Going To Work Together?

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                    ┌─────────────────────┐
                    │ Steering Committee  │
                    └─────────────────────┘
                    ┌──────────────────────────┐
                    │ Project Management Office │
                    └──────────────────────────┘
          ┌────────────────────────────┐        ┌──────────────┐
          │ Beacon Support Team Lead    │        │ Project Team │
          └─────────────────────────────┘        └──────────────┘
   ┌────────────────────────┐  ┌──────────────┐
   │ Subject Matter Experts │  │ Change Agents│
   └────────────────────────┘  └──────────────┘
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Steering Committee	Sets project direction
Beacon Support Team Lead	Leads Beacon Support Team
Project Management Office	Monitors daily project activities
Subject Matter Experts	Provide expertise of local processes
Change Agents	Lead change activities at Agency/ University
Project Team	Executes against the project plan

How Can You Help?

BEACON Support Teams (BST)

Beacon Support Team Lead

Subject Matter Experts

- **Benefits**
- **Financials/Budget**
- **HR**
- **Payroll**
- **Time Management**

Agents

- **Change**
- **Communications**
- **Infrastructure/ Readiness**
- **Training**

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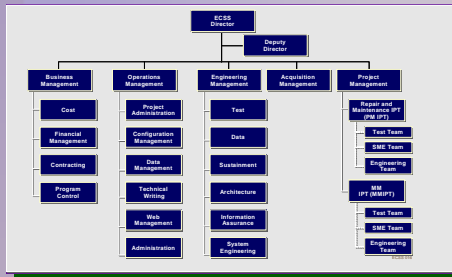
30 Days

- Agencies and universities assign team members
- Visit website
- Complete evaluation
- Communicate this information to colleagues

60 Days

- Hold BST team kickoff
- Complete online surveys
- Schedule BST to attend design workshops

90 Days

- Send team members to design workshops
- Share information about the workshops
- Continue to communicate

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Stay Connected

Face-to-Face

- Scheduled Meetings
- Focus Groups
- Road Shows
- Training

Electronic/Print

- www.beacon.nc.gov
- Specialized Email/Internal Memos
- BEACON Newsletter
- Surveys
- beacon@ncosc.net

Audio/Video

- Conference Calls
- Web Seminars
- Computer Based Training

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beacon@ncosc.net

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Charles Perusse
Deputy State Budget Director

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A True Partnership

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Get Involved

- Recognize how important BEACON is to North Carolina
- Be open to learning about the project
- Tell us your ideas and concerns
- Continue to participate

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Our Pledge to You

Robert L. Powell
State Controller

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